

## Olivier at Central Community College

### Health Education Laddering Program (Project HELP)

---

Olivier Musungay is a remarkable individual! When he started the Nurse Aide program, he was juggling a full-time job and classes not in his native language. His family was also living in a city 80 miles away. Olivier's training as a high school teacher and his college experience gave him the study skills he needed, but translating and studying the assigned reading slowed his progress in the six -week course.

As part of Project HELP, supported by the Health Profession Opportunity Grants (HPOG), funded by the Administration for Children and Families' Office of Family Assistance, Olivier received assistance from a case manager. The case manager encouraged him and helped him locate local resources, as well as connect him to an online translation program. The Vocational English as a Second Language (VESL) specialist introduced him to text-to-speech software which also provided word translation and definition options in his first language of French. Olivier met with a tutor who helped him memorize and demonstrate Nurse Aide procedures. Through the HPOG program, Olivier was able to check out a laptop computer, medical dictionaries, and Rosetta Stone software. He also received guidance on and practice with job interviews.

The connection to Project HELP, combined with his own determination, intelligence, and hard work, resulted in successful completion of the course and a Certified Nursing Assistant (CNA) position several weeks later. Olivier was also featured in two local newspaper articles describing his setbacks, determination, and accomplishments. Since the success story and newspaper articles, Olivier has enrolled in the Medication Aide training with intent to continue on towards his Registered Nursing degree.

### **Ysenia at Central Community College Health Education Laddering Program (Project HELP)**

Ysenia, a Nursing Assistant student, was a second-language student who was a single parent with no consistent income. The Nursing Assistant trainer had noticed that she had not been coming to lab and was failing the quizzes and called her to see why. Ysenia shared that she was very sad and frustrated with her childcare situation and unable to attend and concentrate. Having discussed the situation with Ysenia and understanding some of the dynamics that were causing problems for her, the CNA trainer referred her to a case manager. The case manager met with Ysenia and discussed the situation. Ysenia explained that her parents, whom she lived with and who were providing daycare for her son, felt she was spending too much time studying and not enough time with her son. The pressure and negativity she was feeling from her family resulted in guilt and distraction from the training. The case manager encouraged her to discuss her dilemma with her parents and to ask them what schedule they felt was appropriate and what they were willing to help with. The following week, together, they created a schedule that worked with her family situation. At first Ysenia was very hesitant to share information with the case manager regarding her financial and home situation, but after establishing rapport with the case manager, Ysenia felt more comfortable and enrolled in Project HELP, the HPOG program.

The case manager discussed Ysenia's need for educational support with both the Integrated Basic Education and Skills Training (I-BEST) and Vocational English as a Second Language (VESL) specialists. The VESL specialist administered the TABE reading assessment and determined that her English and reading skills were sufficient to understand the course material, but that she also qualified for the tutoring services. The I-BEST specialist assessed Ysenia's TABE scores and situation and determined that she could benefit from tutoring support for course work and skill review, now that her distractions had been resolved. The I-BEST specialist arranged for scheduled tutoring that worked with the student's schedule. Ysenia also checked out a Spanish/English medical dictionary from Project HELP study supplies. Using the supportive services of case management, tutoring, and study materials from Project HELP, this student passed the course training and the state certification test. She was absolutely thrilled!

Upon obtaining the approved status with the Nebraska State Registry for Certified Nursing Assistants and completing Project HELP interviewing skills training, Ysenia was offered employment as a CNA with a long-term care facility in her home town. She had entered into health education because she loved to care for the elderly and she wanted to help people, and now she is very happy to have the CNA job. She works hard to be very kind and caring to the residents.

Because of the respectful communication she held with her parents and the delicate balance she maintained between her education and parenting, Ysenia gained her parents' trust and respect. Now they are supportive of her future educational goals. She is connected with Central Nebraska Community Services, a Project HELP community partner, regarding her son's education, and she is working with the Bridge program at the local library to continue to develop her English skills. She also has enrolled in Central Community College's Registered Nursing Program and an entry-level math course there. She continues to work as a CNA to maintain the certification and skills.